

Members of the Committee on Public Safety and Security,

**I am writing to voice my support for House Bill 5176,
specifically as it pertains to Public Safety
Telecommunicators.**

**According to NENA (National Emergency Number
Association) there are 240 Million 911 Calls made yearly in
the United States, an average of 600,000 911 calls received
Daily.**

**There are currently approximately 100,000 Public Safety
Telecommunicators employed in the United States.**

**Public Safety Telecommunicators are currently classified as
Secretarial/Administrative by the Government Standard
Occupational Classification (SOC) system. The Standard
Occupational Classification System is used to classify
workers in occupational categories for the purpose of
collecting, calculating, or disseminating data.**

**Bills in the United States Senate (S1175) and House of
Representatives (HR2351) seek to reclassify Public Safety
Telecommunicators as a “Protectives Services Occupation”:
reclassification would afford Public Safety
Telecommunicators the recognition they deserve for the
work they do every day to protect and save the lives of the
general public and other First Responders, allow for better
training, and other benefits.**

**Local supporters for reclassification include: Senator
Richard Blumenthal, Congresswoman Rosa DeLauro,
Congresswoman Jahana Hayes, and Congressman Jim
Himes.**

**Eight States have already reclassified 911 Public safety
Telecommunicators as “First Responders”: New York, New**

Jersey, California, Indiana, Iowa, Kansas, Texas, and West Virginia.

I have been employed as a Public Safety Telecommunicator in the Town of Fairfield, CT for 10 years. We are the first link in the chain of survival for victims of medical emergencies, accidents, domestic violence, and other crimes. We are trained to calm the scared person, provide vital lifesaving medical instructions before the arrival of an ambulance, provide CPR instructions, and trained to help suicidal people. We receive training in Emergency Medical Dispatching, Active Shooter Incidents, Disaster Response, Suicide Prevention, and other topics.

During my time as a Telecommunicator, I have taken calls for: Suicides, Fatal Motor Vehicle Accidents, House Fires, Heart Attacks, People Choking, Child Birth, Psychiatric Patients, Drug Overdoses, Assaults in Progress, Burglaries in Progress, and a whole host of other types of emergency calls. Many times there is no downtime in between calls, 911 is ringing and we must answer and provide the very best service to the caller.

We love our profession and want to do all we can to ensure the safety of our Communities and to ensure the safety of the Police Officers, Firefighters, and Medics we work with every day. When a person calls 9-1-1, they receive assistance from trained and competent Public Safety professionals.

Thank you for listening and for addressing this issue,

Kyle Champney

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